

EMPLOYMENT APPEALS BOARD DECISION
2025-EAB-0644

Affirmed
Ineligible Weeks 26-25 through 27-25

PROCEDURAL HISTORY: On July 1, 2025, the Oregon Employment Department (the Department) served notice of an administrative decision concluding that claimant had failed to provide information to verify her identity in accordance with the Department's rules and was therefore ineligible to receive unemployment insurance benefits effective June 22, 2025, and until the reason for the denial ended (decision # L0011608158). Claimant filed a timely request for hearing. On October 7, 2025, ALJ Janzen conducted a hearing. The Department provided a written statement called an Attestation instead of having a witness attend the hearing. On October 8, 2025, ALJ Janzen issued Order No. 25-UI-306314, modifying decision # L0011608158 by concluding that claimant failed to verify her identity and was therefore ineligible to receive benefits for the weeks of June 22, 2025 through July 5, 2025 (weeks 26-25 through 27-25). On October 26, 2025, claimant filed an application for review with the Employment Appeals Board (EAB).

WRITTEN ARGUMENT: EAB considered claimant's written argument in reaching this decision. Claimant wrote in her argument that she "already had a hearing set for this same issue which was later cancelled" because the administrative decision (decision # L0011558252) was later amended to allow her benefits. Claimant's Written Argument at 1. However, decision # L0011558252 involved the issue of whether claimant registered for work in accordance with the Department's rules, an issue separate and distinct from the provision of identity verification information at issue in this appeal. Claimant should note that the Department's amendment of decision # L0011558252 and cancellation of the hearing in that matter has no effect on the validity of decision # L0011608158.

FINDINGS OF FACT: (1) On June 4, 2025, claimant filed an initial claim for unemployment insurance benefits that the Department determined was monetarily valid. Claimant elected to receive correspondence regarding her claim electronically. Claimant thereafter claimed benefits including for the weeks of June 22, 2025 through July 5, 2025 (weeks 26-25 through 27-25). These are the weeks at issue. The Department did not pay claimant benefits for the weeks at issue.

(2) On June 6, 2025, the Department issued a letter, which was available for claimant to view in Frances Online, stating that she was required to verify her identity in person by June 20, 2025, or benefits could be denied.

(3) On June 8, 2025, claimant viewed the letter in Frances Online and read about the identity verification requirement, but she did not read the June 20, 2025 deadline stated on the second page of the letter because she did not realize the letter consisted of more than one page.

(4) On approximately June 28, 2025, claimant made an appointment to complete work registration requirements at a WorkSource office for July 9, 2025, which was the earliest date available at that time. Claimant planned to complete identity verification at that appointment.

(5) On July 9, 2025, claimant completed the identity verification requirement at a WorkSource office.

CONCLUSIONS AND REASONS: Claimant failed to provide information to verify her identity in accordance with the Department's rules during the weeks at issue.

Under ORS 657.155(1)(b), in order to be eligible to receive benefits with respect to any week, an individual must make "a claim for benefits with respect to such week in accordance with ORS 657.260." ORS 657.260(1) provides that claims for benefits shall be filed in accordance with such regulations as the Department may prescribe. OAR 471-030-0025 (January 11, 2018) states:

- (1) With all claims, an individual shall furnish the Director with . . . information required for processing their claim. * * *
- (2) The claimant is required to furnish such information required for processing their claim within the time frame provided by the Director or an authorized representative of the Employment Department. * * *

On June 6, 2025, the Department notified claimant by letter that she was required to complete in-person identity verification by June 20, 2025, and the Department's records showed that claimant viewed this letter in Frances Online on June 8, 2025. Claimant testified that she read only the first page of the letter detailing the identity verification requirement, among other requirements, and did not notice that the document had additional pages, including the page containing the deadline for completion. Audio Record at 11:10. Claimant became aware of the missed deadline on or around June 28, 2025, and scheduled the first available work registration appointment at a WorkSource office, which was for July 9, 2025. Claimant completed identity verification at that appointment.

While it is regrettable that claimant did not immediately notice that the letter had more than one page, the letter provided sufficient notice of what was required of her regarding identity verification and the deadline by which to complete it, such that the requirements of due process were satisfied. The rules contain no "good cause" exception for failing to provide required information, even in the case of mistakes such as the one claimant made. Accordingly, claimant failed to provide information to verify her identity in accordance with the Department's rules during the weeks of June 22, 2025 through July 5, 2025 (weeks 26-25 through 27-25), and is ineligible to receive benefits for those weeks.

DECISION: Order No. 25-UI-306314 is affirmed.

D. Hettle and A. Steger-Bentz;
S. Serres, not participating.

DATE of Service: December 1, 2025

NOTE: You may appeal this decision by filing a Petition for Judicial Review with the Oregon Court of Appeals **within 30 days of the date of service stated above.** *See* ORS 657.282. For forms and information, visit <https://www.courts.oregon.gov/courts/appellate/forms/Pages/appeal.aspx> and choose the appropriate form under “File a Petition for Judicial Review.” You may also contact the Court of Appeals by telephone at (503) 986-5555, by fax at (503) 986-5560, or by mail at 1163 State Street, Salem, Oregon 97301.

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Understanding Your Employment Appeals Board Decision

English

Attention – This decision affects your unemployment benefits. If you do not understand this decision, contact the Employment Appeals Board immediately. If you do not agree with this decision, you may file a Petition for Judicial Review with the Oregon Court of Appeals following the instructions written at the end of the decision.

Simplified Chinese

注意 – 本判決會影響您的失業救濟金。如果您不明白本判決，請立即聯繫就業上訴委員會。如果您不同意此判決，您可以按照該判決結尾所寫的說明，向俄勒岡州上訴法院提出司法複審申請。

Traditional Chinese

注意 – 本判決會影響您的失業救濟金。如果您不明白本判決，請立即聯繫就業上訴委員會。如果您不同意此判決，您可以按照該判決結尾所寫的說明，向俄勒岡州上訴法院提出司法複審申請。

Tagalog

Paalala – Nakakaapekto ang desisyong ito sa iyong mga benepisyo sa pagkawala ng trabaho. Kung hindi mo naiintindihan ang desisyong ito, makipag-ugnayan kaagad sa Lupon ng mga Apela sa Trabaho (Employment Appeals Board). Kung hindi ka sumasang-ayon sa desisyong ito, maaari kang maghain ng isang Petisyon sa Pagsusuri ng Hukuman (Petition for Judicial Review) sa Hukuman sa Paghahabol (Court of Appeals) ng Oregon na sinusunod ang mga tagubilin na nakasulat sa dulo ng desisyon.

Vietnamese

Chú ý - Quyết định này ảnh hưởng đến trợ cấp thất nghiệp của quý vị. Nếu quý vị không hiểu quyết định này, hãy liên lạc với Ban Kháng Cáo Việc Làm ngay lập tức. Nếu quý vị không đồng ý với quyết định này, quý vị có thể nộp Đơn Xin Tái Xét Tư Pháp với Tòa Kháng Cáo Oregon theo các hướng dẫn được viết ra ở cuối quyết định này.

Spanish

Atención – Esta decisión afecta sus beneficios de desempleo. Si no entiende esta decisión, comuníquese inmediatamente con la Junta de Apelaciones de Empleo. Si no está de acuerdo con esta decisión, puede presentar una Aplicación de Revisión Judicial ante el Tribunal de Apelaciones de Oregon siguiendo las instrucciones escritas al final de la decisión.

Russian

Внимание – Данное решение влияет на ваше пособие по безработице. Если решение Вам непонятно – немедленно обратитесь в Апелляционный Комитет по Трудоустройству. Если Вы не согласны с принятым решением, вы можете подать Ходатайство о Пересмотре Судебного Решения в Апелляционный Суд штата Орегон, следуя инструкциям, описанным в конце решения.

Khmer

ចំណុចសំខាន់ – សេចក្តីសម្រេចនេះមានផលប៉ះពាល់ដល់អត្ថប្រយោជន៍គ្មានការងារធ្វើរបស់លោកអ្នក។ ប្រសិនបើលោកអ្នកមិនយល់អំពីសេចក្តីសម្រេចនេះ សូមទាក់ទងគណៈកម្មការឧទ្ធរណ៍ការងារភ្លាមៗ។ ប្រសិនបើលោកអ្នកមិនយល់ស្របចំពោះសេចក្តីសម្រេចនេះទេ លោកអ្នកអាចដាក់ពាក្យប្តឹងសុំឲ្យមានការពិនិត្យរឿងក្តីឡើងវិញជាមួយតុលាការឧទ្ធរណ៍រដ្ឋ Oregon ដោយអនុវត្តតាមសេចក្តីណែនាំដែលសរសេរនៅខាងចុងបញ្ចប់នៃសេចក្តីសម្រេចនេះ។

Laotian

ເອົາໃຈໃສ່ – ຄໍາຕັດສິນນີ້ມີຜົນກະທົບຕໍ່ກັບເງິນຊ່ວຍເຫຼືອການຫວ່າງງານຂອງທ່ານ. ຖ້າທ່ານບໍ່ເຂົ້າໃຈຄໍາຕັດສິນນີ້, ກະລຸນາຕິດຕໍ່ຫາຄະນະກຳມະການອຸທອນການຈ້າງງານໃນທັນທີ. ຖ້າທ່ານບໍ່ເຫັນດີນຳຄໍາຕັດສິນນີ້, ທ່ານສາມາດຍື່ນຄໍາຮ້ອງຂໍການທົບທວນຄໍາຕັດສິນນຳສານອຸທອນລັດ Oregon ໄດ້ໂດຍປະຕິບັດຕາມຄໍາແນະນຳທີ່ບອກໄວ້ຢູ່ຕອນທ້າຍຂອງຄໍາຕັດສິນນີ້.

Arabic

هذا القرار قد يؤثر على منحة البطالة الخاصة بك، إذا لم تفهم هذا القرار، إتصل بمجلس منازعات العمل فوراً، و إذا كنت لا توافق على هذا القرار، يمكنك رفع شكوى للمراجعة القانونية بمحكمة الاستئناف بأوريغون و ذلك بإتباع الإرشادات المدرجة أسفل القرار.

Farsi

توجه - این حکم بر مزایای بیکاری شما تاثیر می گذارد. اگر با این تصمیم موافق نیستید، بلافاصله با هیأت فرجام خواهی استخدام تماس بگیرید. اگر از این حکم رضایت ندارید، می‌توانید با استفاده از دستور العمل موجود در پایان آن، از دادگاه تجدید نظر اورگان درخواست تجدید نظر کنید.

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